CONF~~ID~~ENTIAL

12 February 1986

MEMORANDUM FOR:

FROM:

SUBJECT: DFG/OIT Secretarial Training Requirements

We feel that secretaries need a variety of solid job skills
right up front, because all too often they are required to "hit
the deck running". These skills would include inter-personal
relationships, protocol awareness, office etiquette, telephone
conduct (it is all too common to call an office and be answered by
a rather surly "hello"), grammar, editing/proofing, and strong
word processing in both Wang and VM.

The report mentions the need for secretaries, particularly at
Level III, to assume more administrative duties, thereby relieving
officers of some of their more routine tasks. In reality, many
secretaries at Levels I and II are already active in this area.
It would be helpful if these secretaries could have some training
in specific administrative procedures such as PAR and CSA
preparations. One day of such instruction might eliminate a
month's worth of learning by trial and error.

25X1

CONF~~ID~~ENTIAL